

Resident Survey Results

2025

Fern House



www.abbeyfieldthedales.co.uk

Abbeyfield The Dales Ltd. Registered Charity Number: 1160258, Company No: 9008680, Home England No: 5066

We recently asked you to take a moment to complete this years Resident, Service Users, Friends & Family and Professional Surveys.

This was your chance to let us know how you really feel about Abbeyfield The Dales. We cannot stress enough how important your views are to us, without your input we cannot possible grow as an organisation, and we certainly cannot develop the areas where you think we fall down without bringing them to our attention.

Thank you to those of you who took the time to complete this, your feedback is greatly appreciated. We hope this report is useful and also hope that you will take part in next years survey.

Lastly, surveys are not the only way of providing feedback, you can raise concerns at any point with your Service Manager or any other member of staff.

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Site Rates (%)

Response

Satisfaction

Abbeyfield The Dales

53.7%

91.1%

Registered Services

45.2%

92.7%

Fern House, Bingley

43.4%

92.8%

Grove House, Ilkley (Extra Care)

47.6%

90.8%

Grove House, Ilkley (Residential)

46.2%

90.7%

The Beeches, Menston

45.8%

97.3%

Supported Living

47.6%

90.2%

Harriet Street, Burnley

50.0%

85.8%

St Stephen Street, Burnley

44.4%

97.4%

Independent Living

60.2%

83.9%

Abbeyfield Court

46.2%

98.2%

Abbeyfield Lodge

40.0%

100.0%

Charles Edward Sugden

100.0%

100.0%

Elbolton, Grassington

100.0%

84.9%

Kirkview

42.9%

92.5%

Pawson Cottage Homes

75.0%

92.3%

Pudsey

16.7%

100.0%

Sir Francis Crossley

47.4%

54.3%

Woodview

60.0%

62.5%

Community Hub

N/A

100.0%

Fern House, Community Hub

-

100.0%

Grove House, Community Hub

-

-

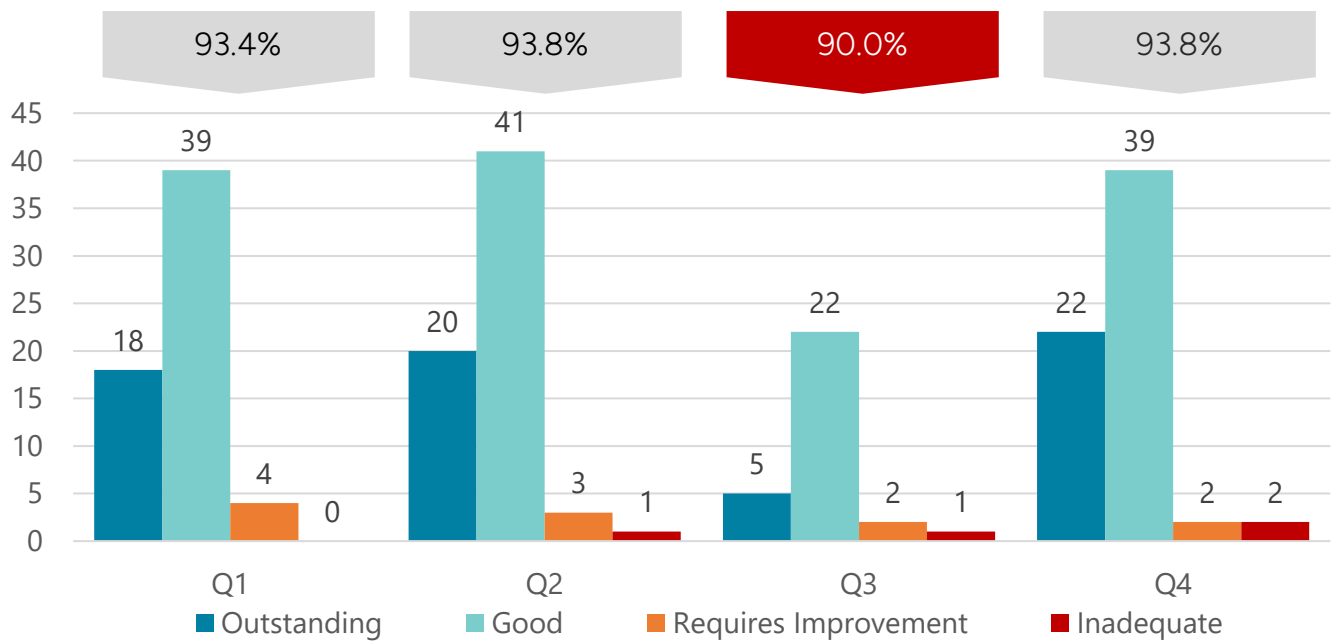
Within each section of this report each question is displayed with a chart containing the volumes for all response types, the Satisfaction rate (%) for the question is in each arrow box which are coloured **RED** for the lowest scoring question within each section and **GREEN** for the highest. Total responses for questions may differ as due to no response.

The satisfaction rate is a percentage based on the total combined responses for 'Outstanding' and 'Good', divided by the combined total of all response types from all Resident, Relatives & Friends and Professional Surveys.

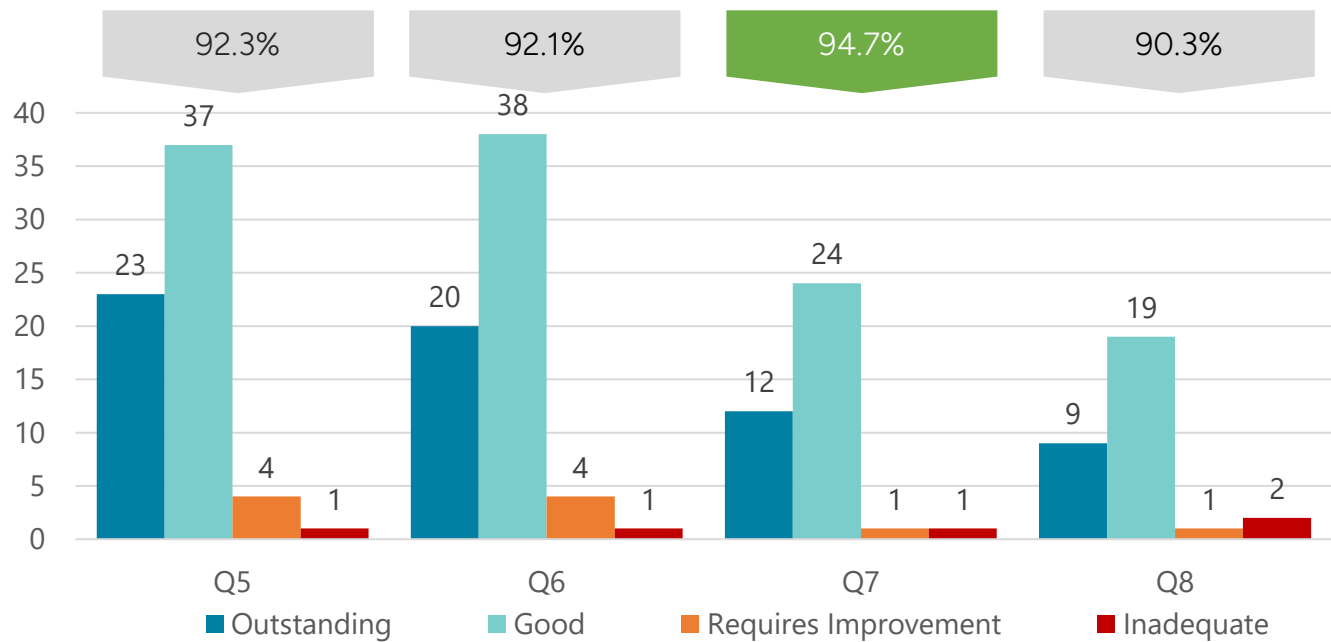
Section 1 of 8: Response volumes and satisfaction rates (%) by question.

Your Care

92.8%



- Q1. I feel included in the planning of my care and support.
Q2. I feel my overall well-being and needs are met to my satisfaction.
Q3. I am consulted about things that matter to me.
Q4. The service makes me feel safe and secure.

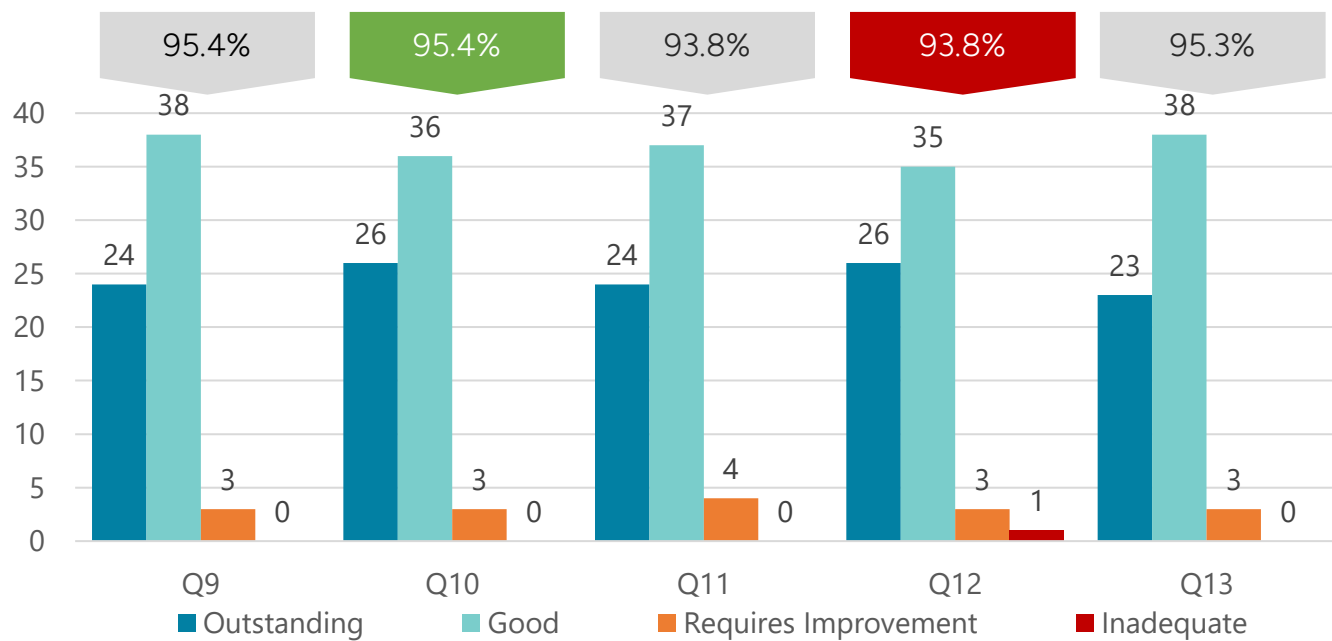


- Q5. I can get help easily when I need it.
Q6. My views about my care are listened to and acted upon.
Q7. The service supports me to get any additional care I need.
Q8. The service also helps me retain my independence.

Section 2 of 8: Response volumes and satisfaction rates (%) by question.

Onsite Staff

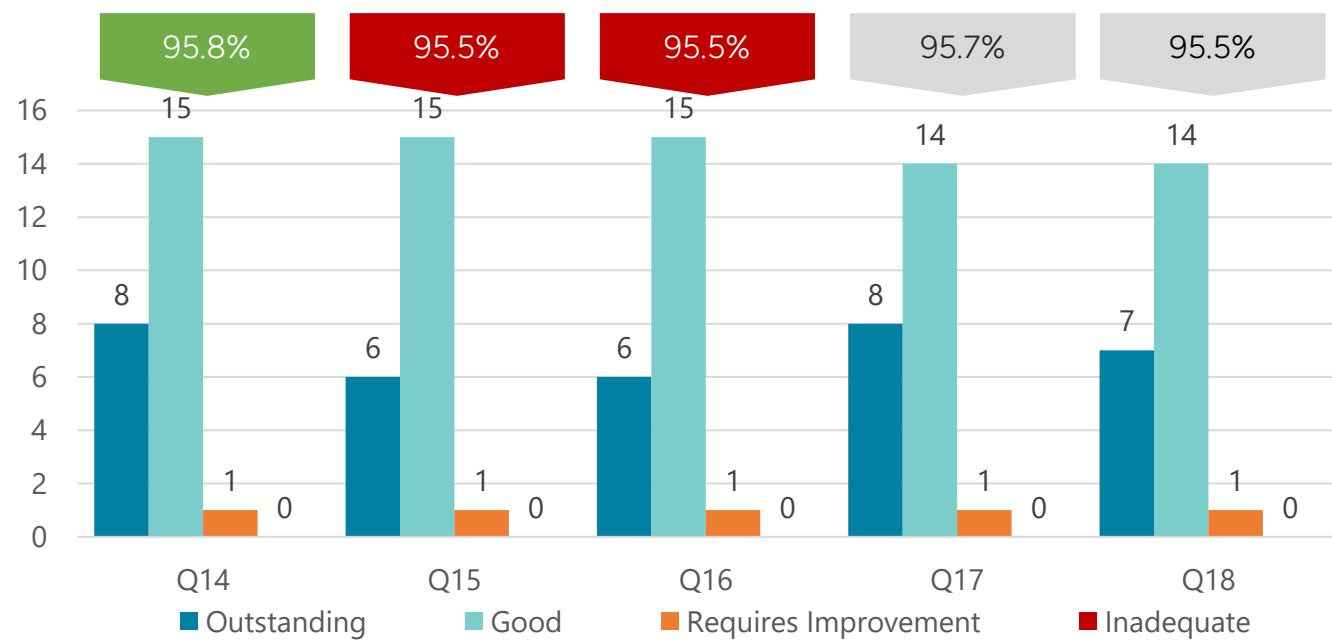
94.8%



Section 3 of 8: Response volumes and satisfaction rates (%) by question.

Visiting Staff

95.6%

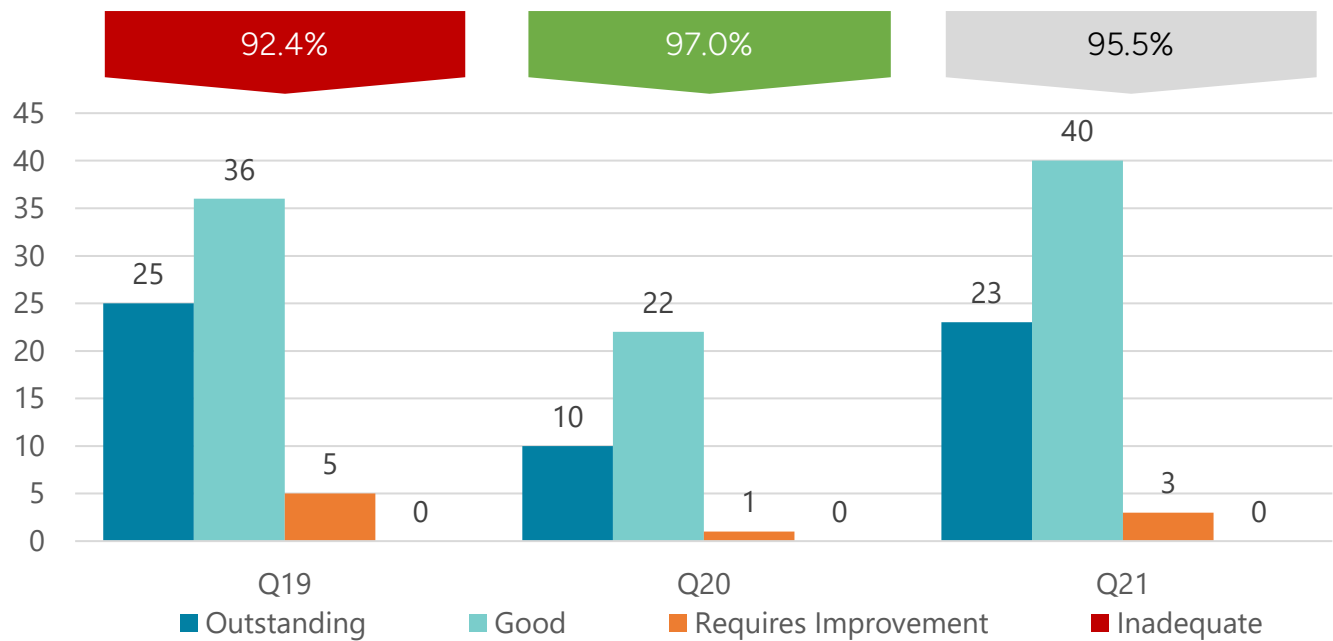


Q9 & Q14. I have confidence in the staff who care for me.
Q10 & Q15. The staff are kind, caring and approachable.
Q11 & Q16. Staff are professional and well-presented.
Q12 & Q17. The staff respect my privacy and dignity.
Q13 & Q18. The staff take time to talk to me.

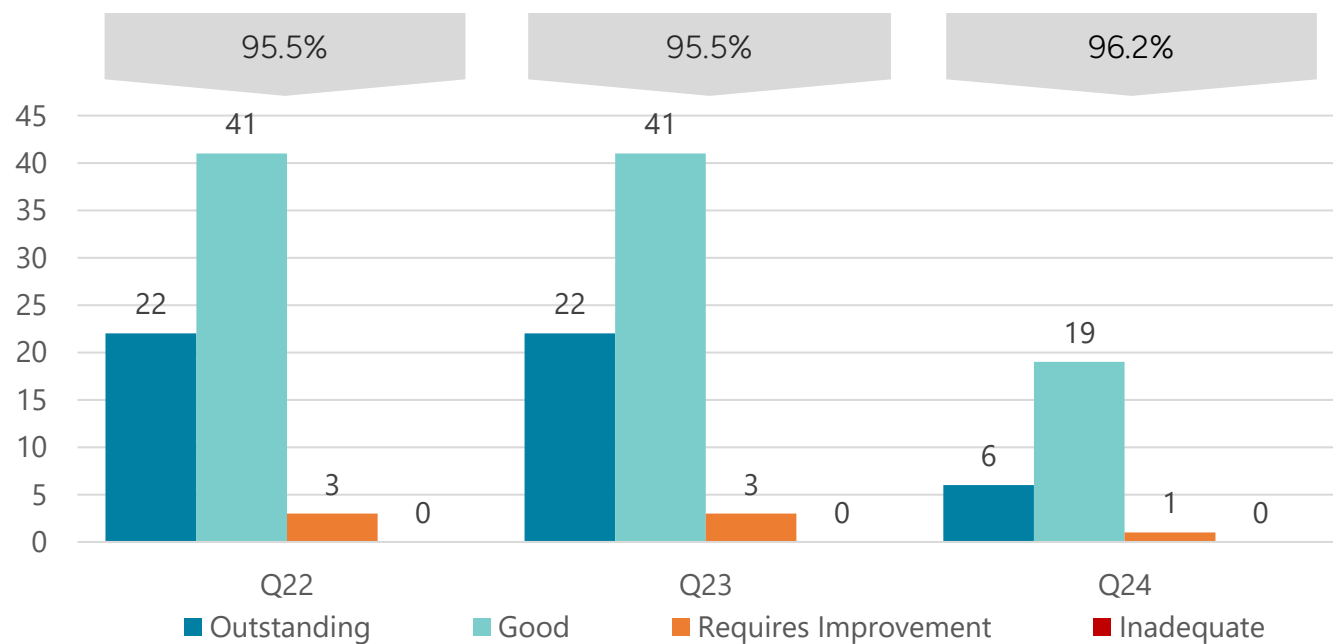
Section 4 of 8: Response volumes and satisfaction rates (%) by question.

Your Home

95.0%



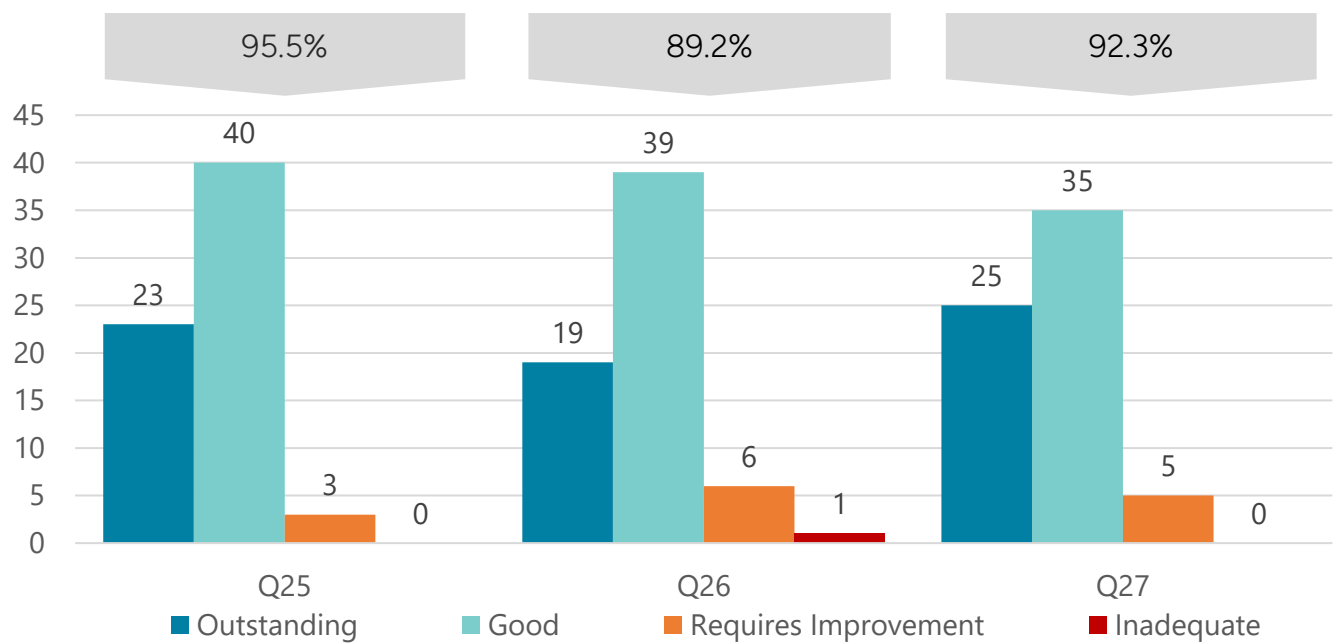
Q19. The environment feels homely.
Q20. I am happy with the comfort of my home.
Q21. Communal areas are clean, tidy and smelling fresh.



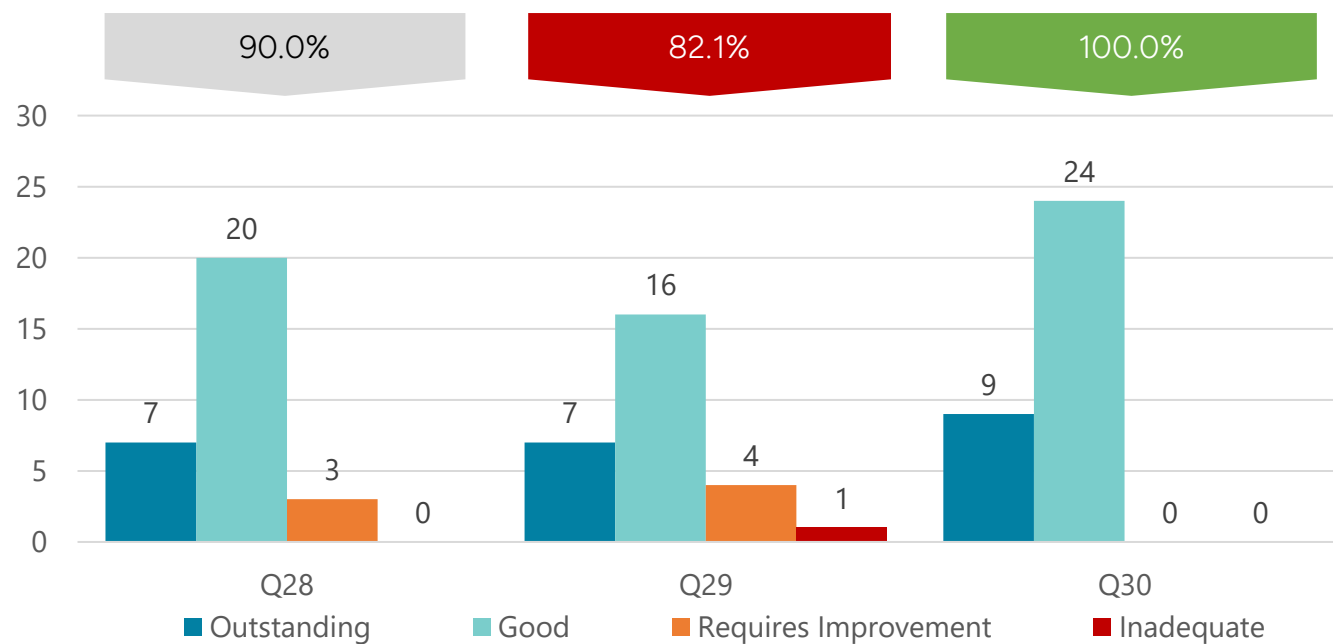
Q22. Communal areas are well maintained.
Q23. The grounds and gardens are well maintained.
Q24. I am happy with the laundry service.

Activities & Connections

92.0%



Q25. This is a place where I can choose to live privately and to 'join in' when I wish.
Q26. There is a good choice of relevant and enjoyable social activities.
Q27. I am kept informed about activities and events.

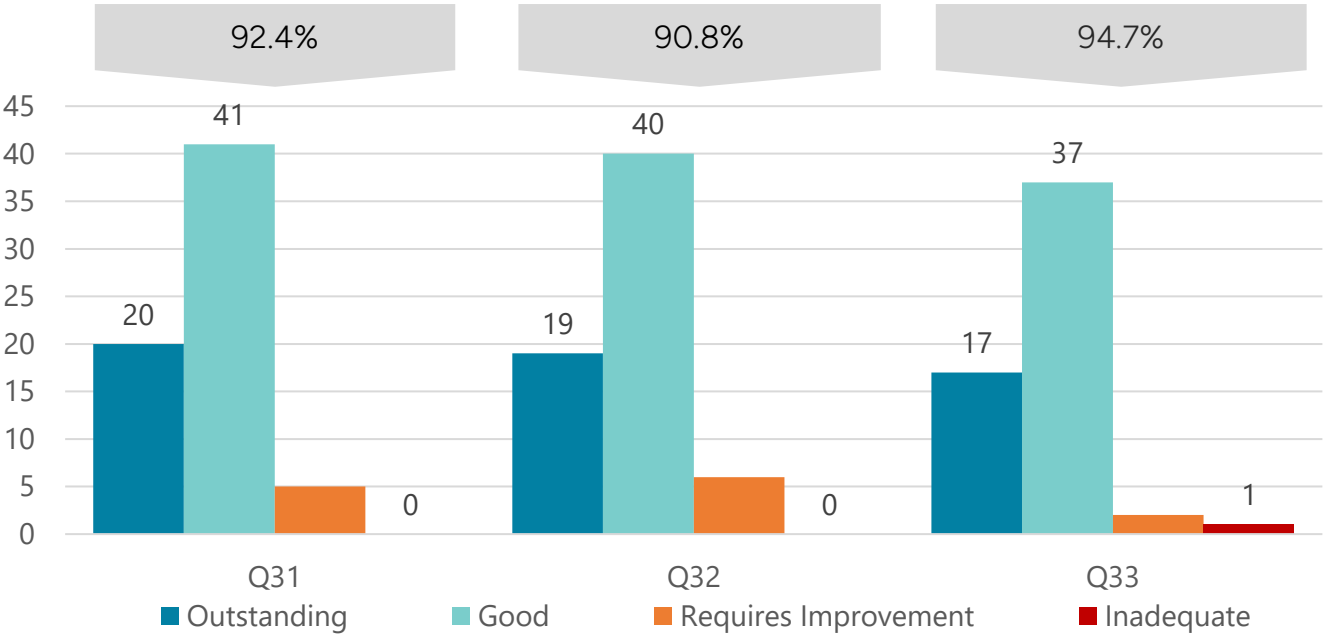


Q28. This is a good place to meet new friends.
Q29. I feel part of the wider community.
Q30. My friends and family feel welcome and can visit when they like.

Section 6 of 8: Response volumes and satisfaction rates (%) by question.

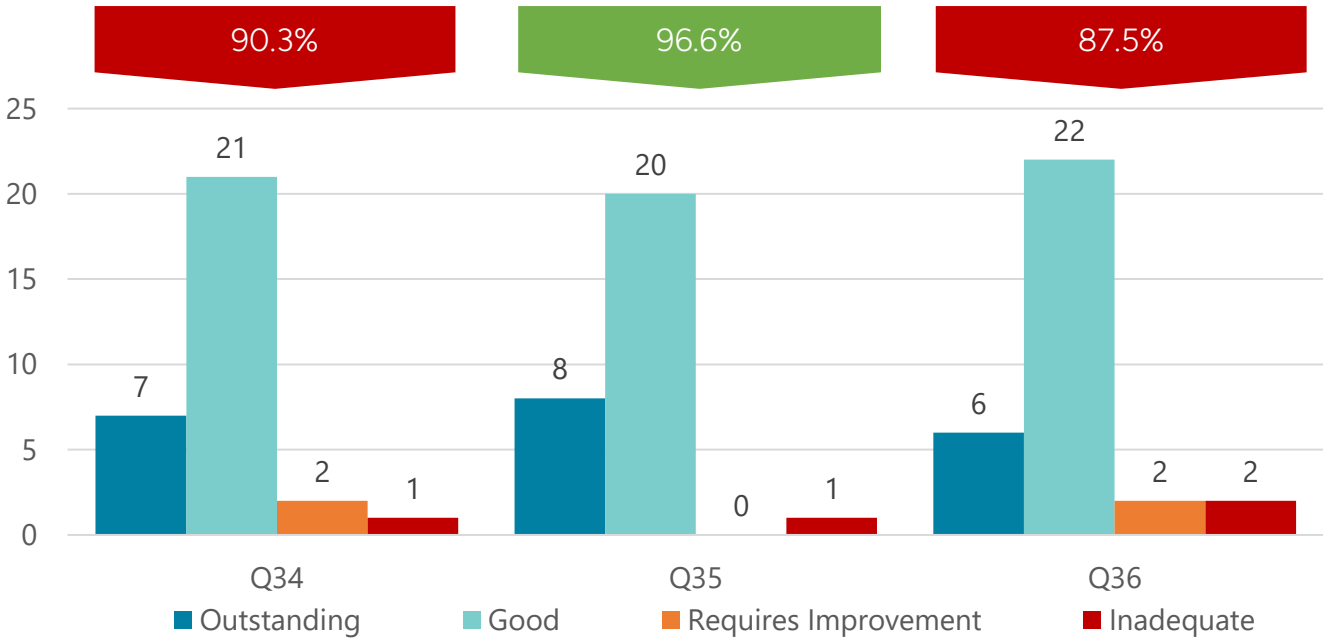
The Food

92.1%



Q31. I enjoy the quality of the food provided.
Q32. I am happy with the choice of food.
Q33. My special dietary needs are catered for.

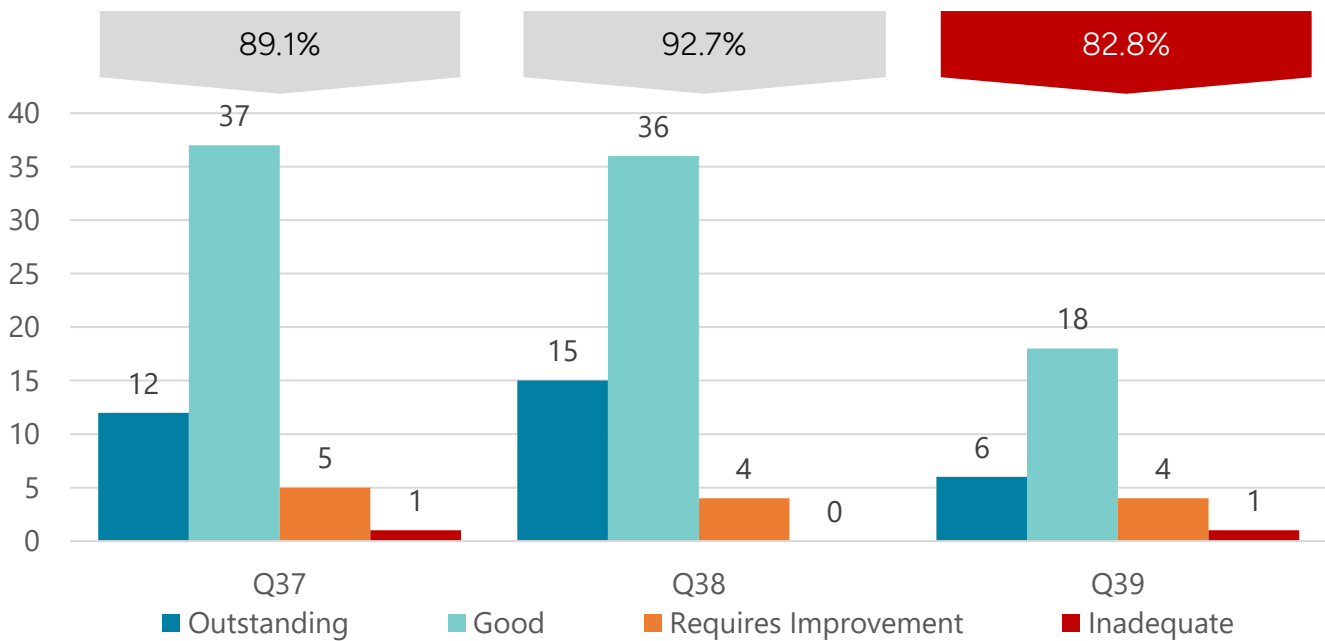
Value For Money



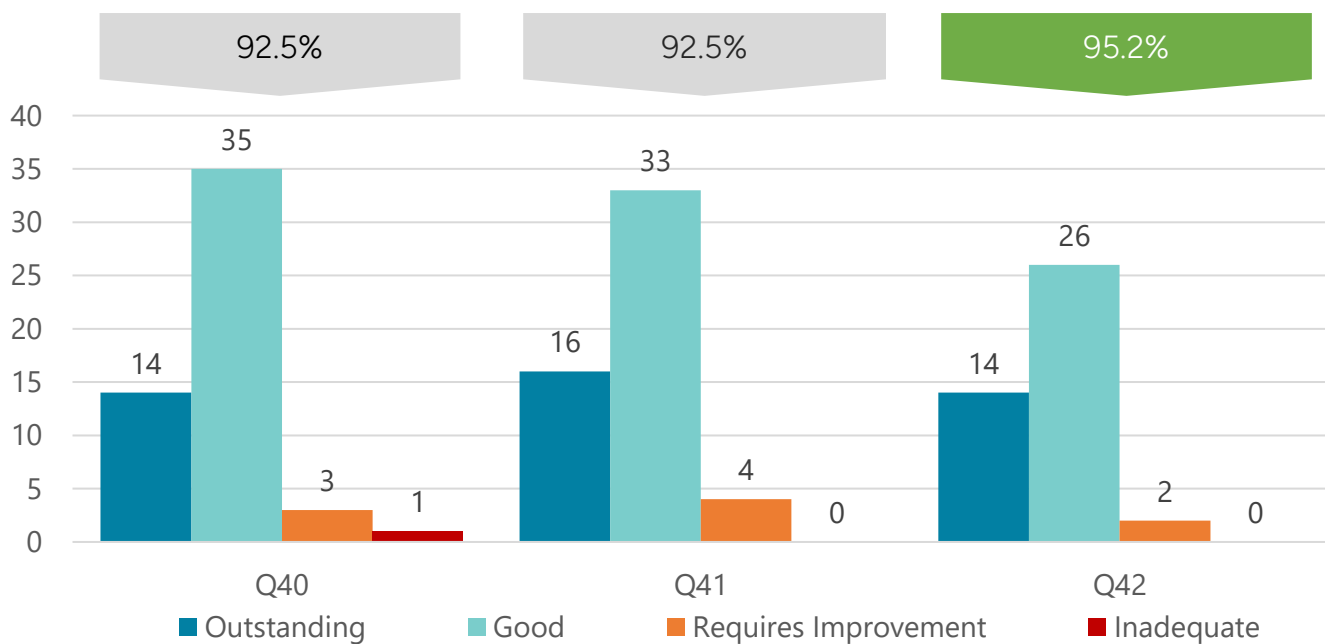
Q34. There is enough flexibility around mealtimes.
Q35. I can get drinks and snacks easily if I want them.
Q36. My rent provides value for money. (Section 7: Only 1 question)

Section 8 of 8: Response volumes and satisfaction rates (%) by question.

Your Say



Q37. I know how to make a complaint.
Q38. I am confident someone will listen if I have a complaint.
Q39. I am invited to attend regular service meetings.



Q40. In general terms my views are listened to and acted upon.
Q41. I receive timely communication regarding matters that affect me in my home.
Q42. Based on my experiences, I would recommend Abbeyfield the Dales.

Open Questions

Here are some wonderful things you had to say about living with Abbeyfield the Dales.

It's run efficiently and its friendly atmosphere. I am very happy living here.

That it promotes my independence. Friendliness with carers. Families can come and go as they please.

Mealtimes and seeing the kitchen and dining room staff who are always pleasant. Always helpful and nothing is too much trouble for them.

Being on one level, having food made for me. Carers on site, 24 hours access to help if needed. Nice environment & staff.

I get to meet people here as my family don't live near me. It has become my home now.

Food smells amazing. Staff are very friendly and helpful. Always welcomed by everyone.

I have made lots of friends and feel welcomed.

As a professional who visits multiple times per week and has done for a number of years, I have every confidence that residents, staff and families are well looked after. When I have a question or require assistance the staff are more than accommodating and nothing seems too much. I enjoy and look forward to visiting this care facility.

The food is good and the kitchen and dining room are well organised. Everyone is friendly and helpful, and mealtimes are happy occasions.

We feel safe living here, the staff are so friendly you can talk to them about anything. Plus the place itself is so clean and tidy it is like walking into a 5-star hotel. The social activities are good although Keith does not join in.

Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why? & If you scored 'Inadequate' for any question, please tell why and how we can improve.

Comment

Evening entertainment at 5:30 pm.

Response

Our Activity Coordinators only work during the day, there are occasions where we host evening activities but we are unable to provide this regularly.

Comment

I would still like to move to a one bedroom apartment as soon as one become available.

Response

We'd be delighted to accommodate you where we can and offer you an alternative apartment when one becomes available, please keep communicating with the manager of your service to make this happen.

Comment

Perhaps more variety of activities.

Response

We try to provide a range of activities that suite the abilities of the majority of our residents. Our Activities Coordinators will be more than happy to discuss your preferences with you and accommodate these where we can.

Comment

NAME is not aware of any service meetings.

Response

There should be a list a service meeting for the year on your site notice boards, if this is not the case please speak to the service manager and they will provide you a copy.

Open Questions

What is the one thing you would change about living with Abbeyfield the Dales, and why? & If you scored 'Inadequate' for any question, please tell why and how we can improve.

Comment

Lack of communication regarding activities that are on. More staff.

Response

Our Activity Coordinators produce a weekly planner which is displayed on notice boards and in the lifts. We are more than happy to provide you with a copy to take to your apartment, please ask the Activity Coordinator or reception for a copy and they will arrange this for you.

Comment

More staff after 6pm, residents walking around not a clue where they live.

Response

We wish all residents to be safe and happy where they live, and we are very mindful that residents who live in the flats do so independently with elements of care to support them. We will endeavour to support our residents so that they are safe in their flat for the evening, but we cannot guarantee they will stay in their own home. Where we have concerns over a resident's safety and their ability to continue to live independently, we do discuss this with their families and social services to agree a process to move the individual to a more appropriate place to live that meets their needs and keeps them safe. This process often takes some time.

Complaints

We are committed to providing the highest possible quality of service. However, we understand that sometimes things go wrong and you may wish to make a complaint.

If something goes wrong, your first course of action should be to raise the issue directly with the relevant manager or staff member concerned. In many cases, they will often be able to put things right very quickly and simply and no further action will be required. However, if you do not feel comfortable doing this, or you are dissatisfied with the initial response, you can make a complaint in many ways – and you don't have to put it in writing if you don't want to.

By email: **complaints@abbeyfieldthedaes.co.uk**

By telephone: **01943 886000**

By post: **Complaints. Abbeyfield The Dales Limited,
Grove House, 12 Riddings Road, Ilkley, LS29 9BF**

You can find our full complaints process including links to our full policy here:

<https://abbeyfieldthedaes.co.uk/complaints-process/>

Our complaints policy has been reviewed in line with the Housing Ombudsman Complaints Code, we now have a more streamlined process for you to follow. We have also supplied additional support and training to all employees so they give you the support you need to make a complaint with confidence that it will be dealt with efficiently.

Housing Ombudsman Service

Address: **PO Box 1484, Unit D, Preston, PR2 0ET**

Phone: **0300 111 3000**

E-mail: **info@housing-ombudsmen.org.uk**

Website: **www.housing-ombudsman.org.uk**

Thank you for participating in
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